

PLAIN TALKS

May 1986



A salute to veterans

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PLAIN TALKS

May 1986

Published for employees and retirees of Gulf States Utilities Company. No portion of the contents of this magazine may be reproduced without written permission of the publisher. Address all communications to PLAIN TALKS, Gulf States Utilities Company, P. O. Box 2951, Beaumont, Texas 77704, Phone (409) 838-6631.

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Employees who change residences or offices should fill out company mailing-address-change forms (GSU0012-00-81) and return them to the mailroom in the Edison Plaza. GSU publications, departmental mailings and other company information are not automatically forwarded; addresses must be corrected when employees move.

Meter reader speaks

State-Times
Baton Rouge, La.

Editor:

My fellow GSU customers, I am a 21-year-old female meter reader of the company, and have been employed at GSU for 3½ years. After what has happened to me in the past, I feel someone must speak out for the meter readers, linemen, gas men and meter men who must face the public every day.

On Feb. 21, 1986, after walking for 4½ hours, I entered a convenience store to get a cold drink, and immediately I was verbally assaulted by the patrons. I was called vulgar names and unprintable things were said to me.

I understand the public's displeasure with the controversy surrounding River Bend, but give me a break; I DO NOT SET THE RATES! As a paying customer of GSU, I do not receive free utilities, discounts or rebates of any kind. Also, I must pay my bill or suffer the consequences. What I do get is cursed, attacked by dogs and customers and threatened with great bodily harm.

I do my job efficiently and to the best of my ability, as do most GSU employees. I try to be as polite as possible, and answer questions as best I can because that is part of my job, and above all I like people.

Believe it or not, just because I have the GSU logo on my shirt, it does not mean I don't care. In spite of all the unpleasant experiences that have occurred, I will do my best to serve you.

Kim Pixton

Editor's note: *Plain Talks* received a copy of this letter, which was written to the editor of a Baton Rouge newspaper.

Help appreciated

Gulf States Utilities
Beaumont, Texas

Dear Sirs:

Recently we had an electrical problem at our house. We had two electricians come out on three separate occasions and they could not figure out the problem. Finally we called Gulf States to see if there might be a problem in the transformer. Mr. Ken Enloe and his assistant came out right away. We received prompt, courteous and professional service. They figured out the problem and instructed us what needed to be done to fix it. Thank you for your help.

Sincerely,
Bob Harwood

Editor's note: Enloe is inspector-contract crews for The Woodlands district office.

Grateful Cub Scout

Lydia B. Jones
Gulf States Utilities
Baton Rouge, La.

Dear Ms. Jones:

Thank you for the booklet and three posters on how electricity is made for my home and all the homes and businesses served by your company.

Your cooperation has helped me earn gold and silver arrow badges from Cub Scout Pack 198 at the Greater Mount Carmel Baptist Church.

My family, Pack 198, Den 1 and I thank you for your services to our community and this Cub Scout project.

Sincerely,
Monroe G. Carter III

Editor's note: Lydia Jones is a consumer information coordinator in Baton Rouge.

Adams thanked

John Adams
Gulf States Utilities
Conroe, Texas

Dear Mr. Adams:

Thank you very much for your support of the 1985 4-H I Dare You Award. Your contribution helped to purchase a beautiful gold Cross pen/pencil set for one of the two top 4-H members in Montgomery County.

The youth honored as I Dare You Award winners were Brian Severa of Conroe and Lori Schumacher of Porter. They are very pleased that you have personally taken an interest in their 4-H achievements.

We were honored that you could be there to present the award, and we look forward to working with you in the future.

Sincerely,
Linda L. Mock
Marilyn E. Prause
County Extension Agents

Editor's note: John Adams is an industrial representative in Conroe.

THE COVER

Robert W. Granger, district substation operator in Orange, is perched at the bow of the Mark II river patrol boat featured on the cover.

The official U.S. Navy photograph was shot in 1971 while Granger was in the Mekong Delta in the Republic of Vietnam three different times.

Other GSUers who are veterans are pictured in the feature beginning on page 10.

Lake Charles boasts 1st Good Cents home

A Lake Charles home has qualified as the first Good Cents home in GSU's service area, reports Greg Gothreaux, consumer information coordinator.

Developer Randy Tupper was GSU's 1985 National Energy Watch (NEW) Builder of the Year and originally planned the home to qualify for the NEW 100+ Program. With finalization of the Good Cents criteria in December, Gothreaux met with Tupper to explain the new standards. As a result of that meeting, the home was upgraded to meet the Good Cents

standards.

The two-bedroom, 1,150-square-foot home is in the Woodgate subdivision. Six features qualify Tupper's Regency model for the Good Cents standards. They are the heat pump, heat pump water heater, insulated metal doors, double-insulated glass, a properly-designed duct system and attic ventilation provided by a ridge vent. The 9.7 SEER Whirlpool heat pump will deliver efficient comfort while economical hot water will be supplied by the Aquatherm heat pump water heater. The home's buyers will also benefit from the R-16 wall insulation, Polycel foam, R-26 attic insulation and



Greg Gothreaux (left), Randy Tupper

the duct system.

The Good Cents certification is expected to attract buyers to the home. Good Cents homes traditionally sell more quickly than conventionally built homes because of their energy efficiency and potential for long-range utility savings.



Gonzales and nurse Dana Wells show the wallet that was reportedly stolen.

Nurse hails Gonzales as hero

Ricky Gonzales, lineman-1st class in Orange, was the man of the hour in January after he

chased down a man who had apparently stolen a woman's wallet.

According to newspaper reports, the incident began in a doctor's office in Orange after a man entered the office and asked to use the restroom. As the visitor was leaving, he reportedly took a wallet from a nurse's purse. The purse was atop the doctor's desk in an office.

Dana Wells, the nurse, saw the man leaving and noticed he was walking at a fast pace.

"Then I went to the back and saw that my purse was undone and my wallet was gone," she later told a reporter.

She went after the man, but he had already gone out the lobby doors. "I hollered for somebody

to catch him," she says.

Gonzales was walking into the lobby at about the same time as the other man was leaving. When he heard Wells' request, Gonzales "went running after him," he noted.

After chasing the man about five blocks, Gonzales caught him and took him back to the doctor's office to wait for police.

Gonzales, who has been with GSU six years, later said, "I really didn't think about being scared. There was no one else around to catch the guy and I just felt like I had to do it."

The would-be thief was reportedly booked by the Orange Police Department on a charge of theft.

Sabine employees win blood award

Sabine Station employees won the Blood Center of Southeast Texas' award for highest percentage of blood donors in 1985. It was the second year for the power plant employees to win the award.

Plant employees made 386 donations representing 167 percent of the plant's population — the highest percentage of donations achieved by any group in the blood center's history.

Ray St. Peter, executive direc-

tor of the blood center, presented a plaque marking the achievement to Wes Schattner, plant superintendent; Marlan Verdine, GSU painter and blood program chairman; and Robert Breaux, GSU planning coordinator and co-chairman. Of those donating blood, 59 have given at least one gallon.

When the blood center was first organized in 1957, GSU employees formed a blood club and were some of the first donors, according to Carol Weatherall, director of recruitment for the center.



Wes Schattner (from left), Robert Breaux and Marlan Verdine display the award won by Sabine Station for highest percentage of blood donors in 1985.

Stopping power theft

by Mike Rodgers

The meter reader walks up to the electric meter attached to the side of a house and prepares to punch in the monthly reading on his handheld meter reading device. But first, something suspicious catches his eye and after he records the billing information, he punches in a computer code for a meter check. Later, a meterman will inspect the meter for possible tampering.

"Theft of electricity is a very serious problem for GSU and all utilities," notes Howard Trammell, supervisor-meter security, "and we're taking some steps which we hope will make GSU employees more aware of it." One of Gulf States' corporate goals for 1986 is to reduce the unauthorized use of electricity. Training programs are currently being presented to servicemen, meter readers, collectors and metermen, showing them what to look for.

Trammell emphasizes that the company recognizes two different categories of power theft. "The one most of us would think of is tampering," he explains. "Tampering is anything that a person does to get electricity so that it doesn't register on the meter." Unauthorized use, on the other hand, occurs when a person whose meter is supposed to be disconnected, reconnects it so that it does register use. "This frequently happens with a customer whose power was turned off for nonpayment," he adds.

Although meter readers do not open and inspect meter cans, the metal box surrounding the meter, they can recognize such obvious clues to power theft as broken seals or damaged meters. In the classroom training, they are also taught to be on the lookout for such things as lights on in a house where the electricity was recently disconnected, or a home with lights and no meter.

The colored seals securing the meter installation also provide



Ronnie Copeland, meter security auditor-Beaumont, holds a device used in meter tampering while he shows pictures of tampered meters to a group of employees.

clues to possible power theft. A blue seal is placed on the meter of a regular, paying customer. Should a meter reader find the seal cut or missing, he will replace it with a yellow one. The yellow seal serves as a temporary seal until the meter installation can be inspected by a serviceman or a meterman. Collectors place green seals on meters which are to be cut off when a house is vacant. A red seal on a meter signifies that the meter was cut off for non-payment. "If a collector, meterman, meter reader or serviceman sees a home with a red or green seal still getting electricity, there's something amiss," says Trammell. If a seal is broken on a meter installation twice within a year, a special heavy-duty locking device is attached.

The company estimates that between one and two percent of our customers tamper with their meters, but no dollar figure of the loss is available. Gulf States did recover \$380,000 from customers

who stole electricity in 1985, but this likely represents only a tiny fraction of the total loss.

Charles Jones, district superintendent-New Caney, directed a concerted effort to locate and correct tampering, and with some notable success. Between January, 1984, and February, 1985, \$47,141 was recovered in the New Caney District. From February of 1985 to February of 1986, \$24,770 was recovered. Ray Long, manager of internal audits says the company is always glad to get the money, but points out, "The more significant thing is not how much money we recover, but the amount of money we will collect as revenue in the future from stopping the tampering."

Says Trammell: "One of the best ways for us to help is for all employees who come into contact with meters to recognize the signs of tampering and unauthorized use and to know what corrective action to take."

The annual meeting

A matter of timing

by Mike Rodgers

When Dr. Paul Murrill brought down his gavel for the final time and adjourned the 1986 Annual Shareholders Meeting May 1, it marked the end of preparations that began months ago. "We start getting ready for the Annual Shareholders Meeting in January," says Ann Cobb, corporate secretary for Gulf States.

Cobb keeps a checklist of things to do and the dates by which they must be done to stay on track. Keeping to that schedule requires careful planning and coordination with several other GSU departments. In January, the process begins when the Directors and Officers Questionnaire is sent out to gather information to comply with federal regulations.

The information gathered from those questionnaires appears in the proxy statement sent to all shareholders. "The proxy statement contains information upon which Gulf States shareholders decide how to vote on such matters as the membership of the board of directors, hiring the firm to audit GSU's books and the other things under their jurisdiction," says Cobb.

Timing is crucial. After GSU's proxy statement is completed, it is filed with the Securities and Exchange Commission. The federal agency has 10 days to object to it or instruct corrections. When 10 days have elapsed without comment from the SEC, the printer can begin printing over 200,000 copies. By law, the annual reports must either be mailed along with the proxy statements or received in advance. If mailed separately, the annual report is to be sent a minimum of 10 days in advance. Since the annual report is prepared by the Public Affairs Department, it, too, must be finished, printed and ready for mailing on schedule. "Naturally," says Cobb, "the timing is very important. A delay of any kind can throw the entire process out of kilter."

This year, proxies were in the mail to eligible shareholders by March 27, with the bulk of them, in numbers of cards, returned by April 16. When the time comes to sort the cards, the pace of activity picks up considerably. Each card was hand-sorted according to the way a shareholder voted. "Unsigned cards are not counted," Cobb points out. Once the cards are sorted, the results are counted by computer for tabulation. GSU's institutional investors, which hold the largest blocks of shares, generally return their cards only a few days before the annual meeting.

"By law, you must have owned stock 50 days in advance of the annual meeting to be eligible to vote. The record date, as it is called, fell on March 12 this year," says Cobb.

If someone purchased GSU stock after that date, they cannot vote a proxy in 1986. Cobb's department updates the shareholder file immediately at record date to determine the eligible shareholders.

The success of this project requires the services of several departments. The Computer Applications Department contributes to the operation by providing computer-generated mailing labels for the annual reports and computer-generated proxy cards for mailing proxy information. In addition, the mail room moves efficiently to send out the March 15 dividend checks and the March 20 dividend reinvestment statement.

Dr. Paul Murrill, board chairman, presides at the annual meeting, which is divided into two parts. The first half is the formal portion, involving voting on all the legal matters presented to the shareholders and stated in the proxy material. Cobb explains the items to be voted on and announces the results. During the second half, Dr. Murrill presents a state-of-the-company speech to shareholders. Following that, Murrill takes questions from shareholders and then adjourns the meeting.

Every year GSU's annual meeting produces a record crowd, and 1986 was no different. Some 550 people flocked to the Edison Plaza cafeteria to watch the company transact its legal matters. All the painstaking plans paid off. How did Cobb feel when it was all over? "Relieved," she says with a smile.



All you ever wanted to know about stock

by Robert Adams

Want to know more about common stock? Just ask your local CONTACT leader. Well, he or she may not be a wizard of Wall Street, but if you want to know about GSU stock, a CONTACT leader may be just who you need.

The CONTACT leaders learned about GSU stock at their recent training session for Employee CONTACT Program No. 26, "GSU Stock and the Shareholder — Their Importance to the Company," held in early April at the Edison Plaza Museum.

"Employees need to understand what they have when they

own stock," says Ridge Sewell, director of shareholder relations and a member of the faculty of the session. "That's dollars to them, that's dividends," he adds.

The faculty for the training session included people from both Financial Services and Shareholder Services. Financial Services began the presentations by discussing the need for financing and the methods used to generate cash. They continued by covering the planning and sale of a new issue of GSU common stock followed by a general discussion of the stock market and how it relates to GSU.

Shareholder Services took over the discussion by familiarizing the leaders with what it takes for

GSU to issue new stock. They discussed the different types of stock and stockholders — employees, individuals, institutions, retirees and so forth.

Other topics of discussion were stock transfers, name changes, certificates, the shareholder record keeping system and what to do if a stock certificate is lost. Finally, discussion centered on the topic of interest to every shareholder — the payment of dividends.

CONTACT meetings continue throughout the system with CONTACT leaders explaining to fellow employees why GSU stock and the shareholder are an important part of GSU's financial picture.

CEOs help 'Celebrate Southeast Texas'

by Susan Gilley

A Texas Sesquicentennial observance entitled "Celebrate Southeast Texas" was tied to GSU's economic development efforts, reports Sheri Kysiak, economic development specialist.

Kysiak chaired a committee that brought 26 chief executive officers, site selection executives and economic development officials to Hardin, Jefferson and Orange counties March 20-21 to view existing plants and learn about business opportunities.

Among the responses to the tour was a letter to Kysiak from Pilko and Associates Inc. of Houston, a leading site selection firm. George Pilko, president of the firm, wrote, "The changing business climate in the area, the contagious enthusiasm of the community leaders and your suc-

cess in attracting Velsicol and USI (Chemical Co.) indicate that your area is once again a viable candidate for new industry."

Besides the CEO tour, GSUers helped organize other aspects of Celebrate Southeast Texas, which was funded through private donations. They included Sue Kendall, consumer affairs coordinator, who helped arrange a resource fair; Sharon Englade, senior communications representative, who oversaw publicity efforts; and Maurice Sticker, lead environmental analyst, who organized a run through the Sea Rim Striders.

During their visit, the executives attended a dinner in Beaumont designed to bring together interested residents who wanted a chance to promote the area. More than 200 local people attended the dinner, including schoolteachers, small business

owners, accountants, venture capital representatives, lawyers and GSU district superintendents.

Executives were also treated to a tour of the Neches River by boat. But Kysiak says, "Their eyes didn't light up until they got to see the plants."

The three plants toured represented "very diverse" companies. They were U.S. Intec in Port Arthur, an entrepreneur-owned roofing materials company; Acme Skid and Pallet in Silsbee, a family-owned business; and Owens-Illinois in Orange, a local facility of a large forest products corporation.

Kysiak attributes the success of Celebrate Southeast Texas to widespread community support of the effort to highlight the area's advantages for business opportunity.

On the job in Austin

by Susan Gilley

Rate case work may go on for months before a case is filed, but the pace continues briskly after a case is filed, too, says Bill Jefferson, vice president-Rates and Regulatory Affairs.

Much of the work in Austin is handled by temporarily-transplanted Rate and Legal Department personnel and support clerical staff made up of volunteers from a number of other departments.

According to Jefferson, GSU leases office space, including a conference room and word processing area, in a commercial building in Austin from which the company conducts its regulatory business. The office is not staffed on a regular basis. Because of the magnitude of the present rate case, however, additional space has been leased on the floor below to accommodate all the people. "It's just rough space, but it works. We have tables, chairs, telephones and an intercom connection between the two floors," Jefferson notes.

In early April, as many as 35 GSUers and outside help were in the Austin office at one time, busily preparing rebuttal testimony. At one time, two three-person secretarial shifts worked around the clock in a 7

a.m. to 7 p.m. and a 7 p.m. to 7 a.m. shift.

One of those traveling to Austin for the special duty was Debbie Wheeler, secretary-executive, who recalls, "About all you have time to do is sleep, eat and work. But I think people really had a good attitude about the situation. Whatever it took, everybody was willing to do it (to help with the rate case)."

The office staff is in addition to those who must sit through all or most of the hearings, held about a block away in the Public Utility Commission of Texas (PUCT) building. Those at the hearings include Jefferson; Cecil Johnson, general manager-Legal Services; Dr. Linn Draper, president and vice chairman of the board; and various GSU paralegals.

"We try to alternate the support people each week, so as not to disrupt their lives too much," Jefferson says. For example, Ward McCurtain, assistant to the vice president-Rates and Regulatory Affairs, and Lyle Gerac, administrator-Legal Department, take turns acting as office manager for the Austin office.

Another important position in the office is that of receptionist. That person must answer the telephone, deliver messages, ar-



Debbie Wheeler

range transportation to and from Beaumont and order lunch brought in to the office to extend the working time.

Wheeler acts as the coordinator at the Beaumont end, and when she was in Austin, Debbie Veillon, senior stenographer, filled in. Transportation and hotel accommodations can pose big challenges, Jefferson maintains. For example, most employees travel to Austin Sunday afternoon and return to Beaumont on Friday, but that "can change hourly sometimes," he says. In an effort to economize, two employees share a two-bedroom motel room and Wheeler and the receptionist must make those assignments, too.

The arrangements are not nearly as critical when a rate case is being considered by the Louisiana Public Service Commission. Not only does GSU have division headquarters in Baton Rouge, but the law firm of Taylor, Porter, Brooks and Phillips provides secretarial assistance through its office there.

"Besides," says Jefferson, "rate case proceedings have not escalated there like they have in Texas."

Jefferson praises the Austin and Beaumont effort. "It's a tremendous contribution they make to keep all the work straight and to meet deadlines. There's a lot of pressure on everybody, but everybody does a terrific job."

Those making up the support staff are volunteers. "To help us in Austin, a person must want to help and must have the permission of his or her supervisor to be released from regular assignments."

And those who do come, Jefferson speculates, "view the work as a challenge."

The Austin effort

— Gloria Thomas, Regulatory Affairs	Rate Department	Legal Services
— Linda Werner, Legal Services	— Jennifer Stanfield, Legal Services	— Lisa Sherman, River Bend
— Terri James, Office Services	— Becky England, Fuel Services	— Mollie Hancock, Rate Department
— Suzette Molnar, Legal Services	— Avis Price, Office Services	— Dale Miller, Materials Planning
— Nan Clark, Drafting	— Debbie Wheeler, Rates and Regulatory Affairs	— Judy Tarver, River Bend
— Janett Hall,	— Pat Graham,	— Lori Valastro, Fuel Services.

Device pinpoints transmission faults

Lewis Guthrie
General Manager-Engineering

For years, Gulf States engineers and Transmission and Distribution employees have dreamed of a device that could pinpoint the location of a fault on a transmission line, especially on 60- to 70-mile 500-kilovolt lines.

Regardless of whether a fault was temporary or permanent, it often meant linemen had to walk many miles and climb scores of towers before finding the problem. In search of a solution, the company funded research and development work with the Electrical Engineering Department of Louisiana State University, encouraging development of a transmission line fault locator. GSU's Engineering and Technical Services Department initiated and provided guidance for the project. It was dropped in 1983, but quite possibly this R&D work led to a commercial product being available.

In 1985, the company purchased a commercial fault locator manufactured by Schweitzer Engineering Labs and installed one at Nelson Station for a 60-mile-long 500kv line extending to Richard Substation north of Crowley. The line has 332 towers.

And on April 7, the dream neared reality when the device pinpointed a fault within two towers of where the problem actually existed.

Dudley Clarke, general line supervisor in Lake Charles, was elated over the fault locator's performance. "It's one of the best machines we've ever bought. Just think of the manhours saved, to say nothing of being able to restore service sooner!" he exults. In this instance, the fault was located by noon, the repairs were made by 6 p.m. and the line was back in service by 8 p.m.

When the 500kv line tripped out, relay engineers used the device to do an analysis. The ini-

tial analysis was between 1.5 and 3 miles from Nelson Station, with 1.8 miles the final calculation. As a result, Lake Charles T&D employees found a string of insulators that had flashed over on Structure 5, which is 1.405 miles from Nelson. "We were within one-tenth of a mile of the predicted range and four-tenths of a mile of the more definite predicted location. The four-tenths of a mile places accuracy of the device at 0.67 percent," reports Larry Dopson, relay engineer with the Engineering and Technical Services Department in Beaumont.

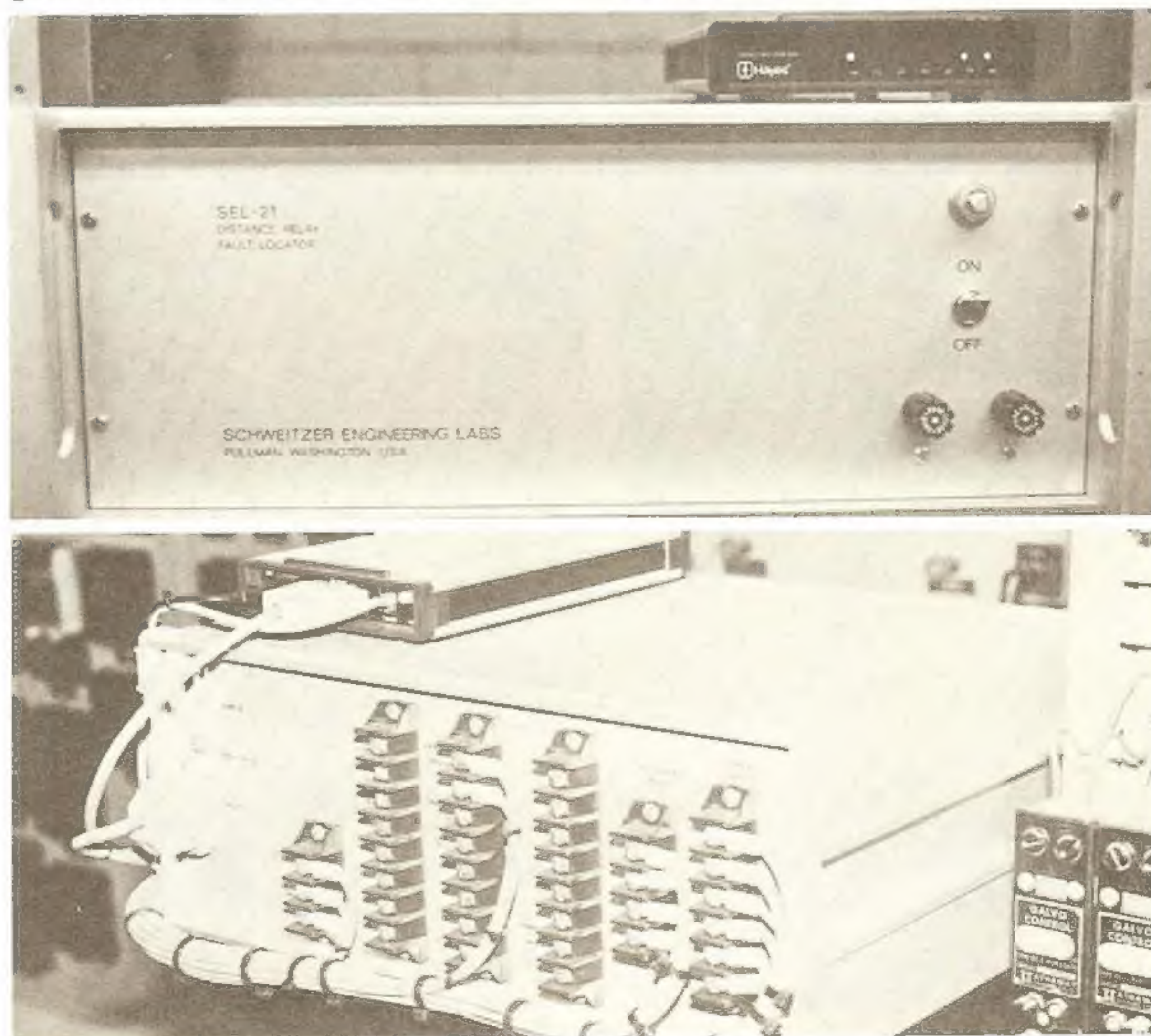
What did this mean to linemen? It meant that they climbed about five towers, rather than the entire 332 that they could have had to climb to find the problem.

The original research and development work by LSU was carried out by Dr. Gill Richards and Dr. Owen T. Tan, who had presented a theory for such a device in a paper published in a professional journal in 1980.

Hardware development began in 1981 and culminated with installation of a prototype in 1983. But that project never quite succeeded, because of a problem relating to the precise gathering of data needed by the microprocessor to pinpoint the fault.

Some GSUsers feel that it is still possible to refine that fault locator by linking it to microprocessor-based digital recording devices. They believe that might be accomplished someday when the company replaces its old oscillograph recording devices with digital fault recorders. Such devices would gather data for the fault locator.

In the meantime, the commercial device on the Nelson Station line is promising. "It appears to be working quite well," says Dopson. "We still have to perform additional calculations on data from the unit, but I believe we have begun to realize some economic benefits from this installation."



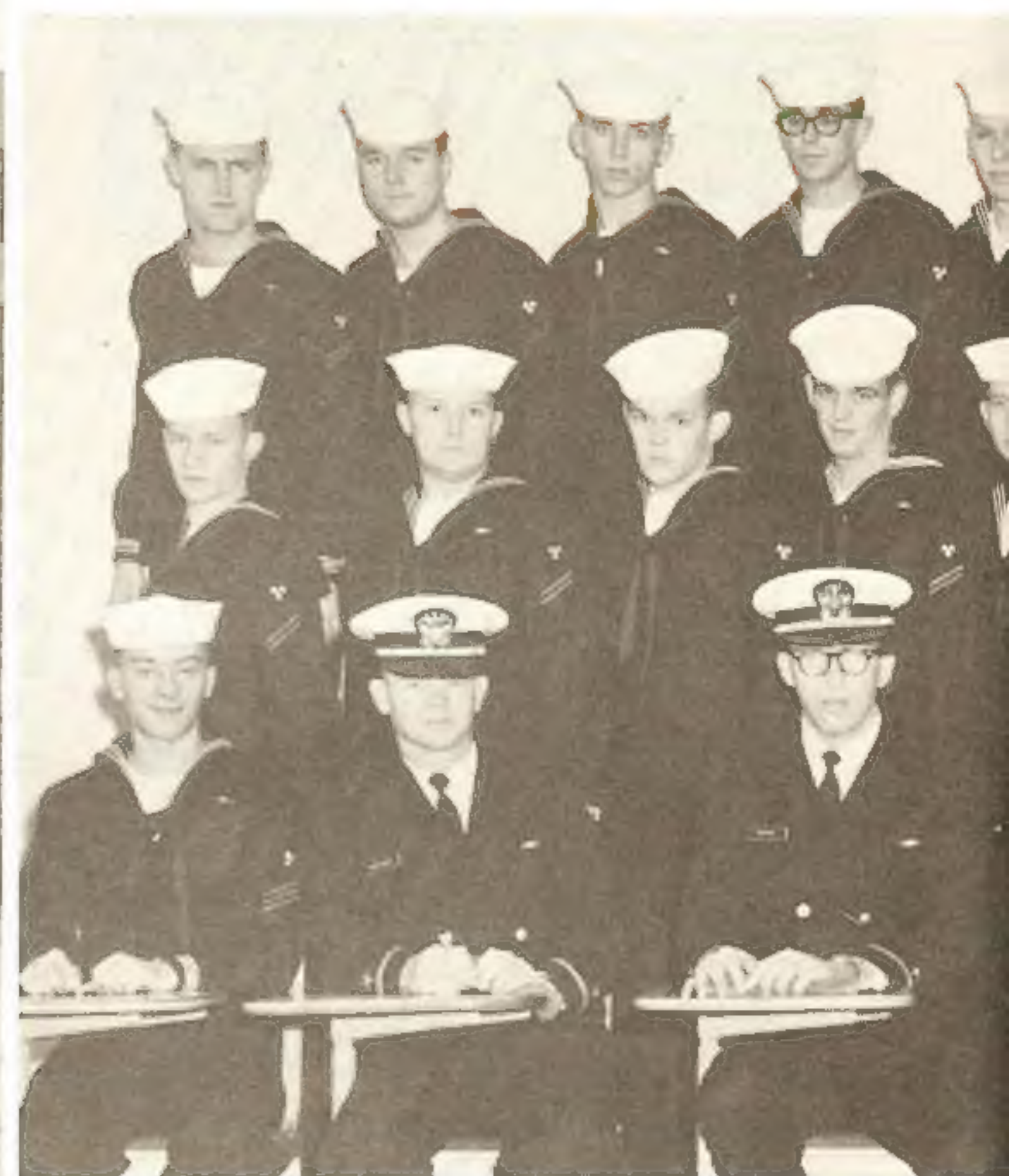
Shown are the front (top) and back of the transmission fault locator in use in Lake Charles Division.



Ernest Singletary, Madisonville (above), was a cavalry soldier in Trieste, Italy, in 1947. At upper right, Eugene W. Salonek, Orange, posed beside a front line warning sign in Seoul, Korea, in 1952.



A salute to



Beaumont co-workers Nolan Walker (top row, 3rd from right) and James Uncapher (top row, 2nd from right) at boot camp 20 years ago. Walker is shown at right.

by Susan Gilley

Memorial Day is a time to remember those who died in service to our country, but it is an equally appropriate time for remembering the contribution of those who returned home safely.

Gulf States has a number of veterans of World War II, the Korean Conflict and the Vietnam War, including Vice Chairman Norman Lee, who served in both World War II and the Korean Conflict.

"...we don't just stop because there are hard things to do. We have to keep rolling..."

Lee says he knows that GSUsers who have been in the service have learned "responsibility and leadership" and gained "an overall sense of values."

Such attributes are especially useful now, when the company is facing some continuing challenges. "The correlation I draw between our military service and the times we face now is that we don't just stop because



Edward Stewart Jr., Neches Station, was at Hamburger Hill, Vietnam, in 1969.



Rufus Mier (left), Port Arthur, stood by a World War II buddy aboard ship.

o veterans



from
nt) met
t, too.



there are hard things to do," asserts Lee. "We have to keep rolling and get things done. We have to do the things necessary to keep GSU a viable company."

Lee began his military career with the U.S. Marine Corps, earning top standing in his class as he trained to become a pharmacist's mate. After that, he underwent more training and received a direct commission as an officer with the U.S. Navy. During World War II, he spent time aboard an anti-submarine patrol ship.

He came to work for GSU in January 1949, then was called back into duty as Lt. j.g. Norman Lee in May 1951. He was placed on patrol duty off the shore of Korea, participating in rescue and diving salvage operations.

Lee returned home and to GSU in December 1952.



At lower left are The Woodlands' employees Kenneth Enloe (left) and Joe Bowen. The two Vietnam veterans are shown above left (Bowen) and right (Enloe).



Mark Degenhardt, Nelson Coal, was a Navy instructor in survival, invasion, resistance and escape when this photograph was made in 1970.



Joel Jeffcote, Huntsville, was departing from England in this 1968 photo.



Vietnam War veteran Ernest D. Hardy Jr., Nelson Gas & Oil, is shown at Lackland Air Force Base, Texas, in 1971.

A salute to veterans (continued)



Keith Gribble, Nelson Gas & Oil, served during the Iranian hostage crisis.



Clifford Chambers, Nelson Gas & Oil, served in World War II and the Korean Conflict.



Korean Conflict veteran Jean L. Hebert, Nelson Gas & Oil, served from 1951 to 1953.



Lafayette Miller Jr., Nelson G&O, Vietnam



Robert Guillot, Nelson G&O, Vietnam



Curtis Ross, Huntsville, Vietnam



Curtis Gates, Zachary, 1949



Myron Brown, Nelson G&O, Vietnam



Nelson G&O: (Standing, l. to r.) Roy Widgeon, Donald Charles, Leroy Wepking, Gordon Jean, Sam Chamberlain, Van Bushnell, Myron Brown, A.J. Boudreaux, Ernest Hardy, Hugh Sanders, Larry Benge, John Landry, Charles Jenkins, Keith Gribble, Danny Blanchard, Bob Guillot and Cliff Chambers. (Kneeling, l. to r.) Tom Miller, Jean Hebert, Lee Cannon and Milton Pharr.



From left, Shelby Brignac and Tommy Allen, Vietnam, and Marvin James, Korea, all of Gonzales.



From left, Lloyd Engler, Vietnam; Alvin Dragg, Korea; Corbin "Bean" Gautreaux, Korea; Jerry Arnold, Vietnam; Johnny Prejean, Korea, all of Gonzales.



Horace Thibodeaux, Nelson Coal, Vietnam.



Dempsey Wiggins, Dayton, Korea

Providing quality parts, repair service

by Susan Gilley

One good idea often leads to another. At least, that seems to be the philosophy at Willow Glen Station, where a two-year-old pump shop is following the lead of the plant's four-year-old valve repair shop by providing quality parts and repair service for GSU power plants.

Ken McCullough, mechanical maintenance supervisor, recalls that the company's successful valve repair shop was begun in the early 1980s because of concern over the poor quality and ever-increasing cost of outside repairs. Since employees possessed the same expertise for pump repairs and parts, the plant created its pump shop a couple of years later.

Grant Parker, mechanical maintenance foreman with responsibility for the pump shop, asserts, "It's great. Everybody's got the same goal — to save money and improve quality. We take a lot of pride in seeing something in a plant and saying, 'Hey, we built that and we did it right.'"

That pride is evident to anyone who walks through the shop. The approximately 20 employees involved in both the valve and pump shops are quick to point out equipment they have manufactured and to compare refurbished parts with those awaiting work.

Parker believes both shops have been tremendous morale-boosters, partly because they encourage creativity among the employees. For example, in the valve area, one employee manufactured a larger version of an existing machine to better fit the needs of the large valves used in power plants.

According to Parker, the employees often use scrap materials to create equipment and parts that are worth up to thousands of dollars. But such creativity is not limited to the big ticket items. One employee

built a computer card rack out of polypropylene, replacing a much costlier store-bought version with an inexpensive and sturdy one tailor-made for shop needs.

Pump work is extremely accurate, since each of the parts must exactly match so as to maintain balance when operating. Parker demonstrated ongoing work on some impellers (the blades of the rotor). Eight impellers fit on each boiler feed pump element, making up the eight stages of the pump. In the pump shop, the rebuilding job begins by standing the shaft vertically in a pit and stacking the impellers so that they "fit true." Parker notes, "When they're running, diffusers direct the water to the next stage, increasing the suction pressure all the time. The boiler feed pump is the heart of the boiler, running at 5,000 revolutions per minute. Balance plays a big role."

One rebuilding job lasted about 240 manhours, although Parker says it's hard to plan how much time will be needed until the equipment is dismantled.

In the past, when the water pressure caused excessive wear on the impellers, the impeller ring, the case ring and the hub ring were taken out, then the im-

peller was cleaned up and new wear rings were put in. Now, the pump shop builds up the impeller, then machines it out to a standard size — a salvage job requiring about 20 manhours per impeller. As a result, Parker says, "We're getting double the wear — two runs out of a set of wear rings." Such action could increase the life of the wear rings by two to four years, depending on their use.

One recent job involved manufacturing 12 coal burner nozzles for Nelson Coal. Burner nozzles originally purchased from the original equipment manufacturer cracked at the splitter plate area due to expansion and contraction resulting from the heat. The Willow Glen valve shop, with assistance from Alan Dougherty, senior engineering assistant at Nelson Coal, modified the coal nozzle by providing channels in which the splitter plates can grow.

It would seem as if pump shop employees are not content with the status quo. McCullough verbalizes that feeling when he says, "The pump shop is an ongoing developmental process. We're already doing a good job, but we're not as good as we're going to be."



Grant Parker displays work done by the pump shop.

Conroe's coach

by Susan Gilley

Not every man wants to coach a children's baseball or soccer or basketball or football team.

And hardly anybody would want to coach all those teams in a single year.

Meet Andy Rodriguez, senior engineering assistant in Conroe: not only has Rodriguez coached as many as four different teams in one year, but he has coached from one to three teams every year since 1980.

Rodriguez, who did not participate in athletics as a child, recalls that his coaching career began in 1980 when his son Jody, who was then 7, signed up for a pint-sized football team at the local YMCA. Jody's new coach asked Rodriguez to help. Rodriguez agreed, although he had to read several books to become familiar with the rules of the game. "It wasn't a very good season," Rodriguez says ruefully. "We won only one game, but I decided that I would coach my son from then on."

Later seasons were far better, including several championships in different sports. Even at the beginning level of sports competition, reveals Rodriguez, "Coaches can come under fire for a losing season."

While Rodriguez, a 16-year GSU veteran, strives to teach his team members fair play and good sportsmanship, he does not pretend that winning is of little importance. "Face it — kids do not like to lose. After any game, one group is happy and the other is unhappy. Winning is important or nobody would keep score. I tell the kids, 'Don't make excuses for a loss. Either you win or you lose. Raise your head high as long as you did your best.'"

The Rodriguez family is apparently a high-energy one. Not only does Rodriguez spend hours each week at practice sessions and games, but his wife, Bess, spends almost as much time as "team mom" — a position that

requires telephoning team parents, lining up refreshments, buying trophies and many other arrangements. While daughter Debbie, 14, is mostly an interested spectator, Jody, 13, is a natural athlete who is now competing at the junior-high level.

This year, youth baseball is the only sport Rodriguez will coach, since the YMCA excludes youngsters who participate in school sports.

On the job, Rodriguez is temporarily assigned to the survey crew, although most of his career has been spent on assignments relating to job estimating, with the last seven years in The Woodlands district. This spring, he was a team captain for WalkAmerica. He chaired the walk for the Western division in 1985.

"My job has enabled me to coach as much as I have over the years because I'm not subject to call-out duty. I normally get off work at 4:30 p.m.," he points out.

Rodriguez believes 1987 will be his last year to coach his son. Will he continue? "I always said I'd quit when Jody outgrew those teams, but I'm not really sure now," he muses.

After all, this is a man who admits to feeling pleasure when a



Andy Rodriguez

now-teenaged youngster runs up and greets him with a "Hi, Coach," even though he hasn't been on his team for several years.

Rodriguez concedes there have been disappointments along the way. There have been disgruntled parents, for example. But his most vivid disappointment was a 10-year-old youngster who he learned was chewing tobacco. Told by Rodriguez that such behavior was taboo for practice sessions and games, the child chose to quit the team.

The good memories dominate, however. "I feel good knowing I'm helping to give kids something to do and keeping them out of trouble. Most of all, I feel that it's made me a better parent. I know it's made me more patient," Rodriguez asserts.



Andy Rodriguez (back right) coached a winning team in 1981, including Jody (No. 26) and Debbie (cheerleader at far right).

Energy Center 'turns on' students

by Mike Rodgers

History doesn't tell us when the first panicky student began a frantic search for help with a homework assignment, but it no doubt goes back a very long time. Modern students in Port Arthur Division on the lookout for information on electricity are turning to GSU for assistance. So often, in fact, that several Gulf States employees found themselves swamped with calls and visits from students in need of reference material for assignments.

Brenda Broussard, consumer service representative, and Sue Simon, energy auditor, recommended that displays be placed in the lobby of division headquarters with materials for all age groups. "The Young People's Energy Center grew out of that suggestion," says Sue Williams, supervisor-consumer information services. "We were all beating quite a path to the storage area picking up pamphlets to hand out. The Energy Center is a logical solution for everyone," she adds.



Brenda Broussard (left), consumer service representative, and Sue Simon, energy auditor, arrange displays in the lobby of the Port Arthur Division office.



Wesley Murchison (left) and his brother, Jay, with some of the information found in the Young People's Energy Center. Their father, Barry Murchison, is supervisor of customer services in Port Arthur.

The Young People's Energy Center offers information on electricity to students from preschool age through the senior year of high school. With the height of the youngsters firmly in mind, the lower racks of the display were set aside for preschool through the third grade. They feature safety booklets, comic books with Louie the Lightning Bug and coloring books. Says Williams: "We stress safety with all age groups, but particularly with the younger children. They must learn at an early age to be careful around electricity."

Materials for the fourth and fifth graders center around activity books on the history of electricity, while the information for the sixth grade through high school is primarily focused on the economics and cost of electricity, science fair information and booklets on energy.

Williams notices the impact the center has had since it went up shortly after Christmas. "It's

really helped," she exclaims with enthusiasm. "We've had positive responses from teachers and Cub Scout leaders as well." The center operates on a self-serve basis with no formal tours. Many children see it for the first time when they accompany a parent paying a bill. All of the material on display has a high rate of turnover, with eager students scooping up whatever is available. Williams believes it is very likely that parents read the information and benefit from it as well. The Young People's Energy Center is an example of supply meeting demand. Port Arthur Division personnel never made a formal announcement that it was available and never really had to. Its success is mostly through word-of-mouth.

B

Bankson, Michael S., River Bend Station, to radiation protection technician-1st class, River Bend Nuclear Group.

Beck, Kenneth K., Louisiana Station, to mechanic helper, Plant Production.

Best, Royce A., The Woodlands, to lineman-2nd class, Electric T&D.

Broyles, Gerard L., Lake Charles, to garage mechanic-3rd class, Electric T&D.

C

Casey, Timothy G., Lewis Creek Station, to repairman-1st class, Plant Production.

D

Downs, Laura P., Beaumont, to general departmental clerk, Computer Applications.

Driver, Darryl R., New Caney, to lineman-1st class, Electric T&D.

F

Fortenberry, Herbert B., Beaumont, to lineman-4th class, Electric T&D.

H

Hancock, Molly W., Beaumont, to stenographer-senior, Rates & Regulatory Affairs.

Haney, Rocky D., New Caney, to district service representative, Division Marketing.

Harrison, Joseph Jr., Sabine Station, to repairman-1st class, Plant Production.

Henry, Gary W., River Bend Station, to second fireman, River Bend Nuclear Group.

Hines, Claude D., St. Francisville, to communications serviceman-2nd class, Electric T&D.

Howard, Glynn M., River Bend Station, to repairman-3rd class/nuclear, River Bend Nuclear Group.

Humble, Prentiss I. Jr., Baton Rouge, to corrosion technician-1st class, Gas Dept.

J

Jack, Lenwood L., Nelson Coal, to repairman-1st class, Plant Production.

James, Dane A., Port Arthur, to substation mechanic-1st class, Electric T&D.

Jarrells, Larry D., New Caney, to lineman-3rd class, Electric T&D.

K

Kunefke, Bobby W., Sabine Station, to repairman-1st class, Plant Production.

M

Murdock, Michael L., Beaumont, to relayman-2nd class, Electric T&D.

P

Pitre, Hester W., Nelson Station, to test technician-1st class, Plant Production.

R

Renfrow, Guy L., Nelson Coal, to repairman-2nd class, Plant Production.

Richard, Thomas L., Lafayette, to garage mechanic-1st class, Electric T&D.

Robillard, Daniel J., Louisiana Station, to repairman-1st class, Plant Production.

S

Simmons, Kenneth P., Beaumont, to relayman-1st class, Electric T&D.

Simon, Anthony W., Lake Charles, to lineman-2nd class, Electric T&D.

Sonnier, Kenneth J., Nelson Station, to reepairman-1st class, Plant Production.

T

Teekel, Jerome P., Baton Rouge, to garage mechanic-1st class, Electric T&D.

Terry, Eugene J., Jennings, to lineman-3rd class, Electric T&D.

Tholborn, Richard E., Baton Rouge, to lineman-3rd class, Electric T&D.

W

Warren, Rebecca C., Lafayette, to communications serviceman-2nd class, Electric T&D.

Webb, Ronald G., Sabine Station, to repairman-1st class, Plant Production.

Wright, Kami D., Orange, to customer contact clerk, Division Accounting.

Crisis funds help customers

A state-funded Home Energy Assistance Program is helping some low-income GSU customers in Louisiana, reports Charlotte Gautreau, *Plain Talks'* correspondent and local office clerk in Gonzales.

According to Harvey Kling, director of the Quad-Area Action Agency, the state designated emergency energy assistance for residents of Ascension, Livingston, Tangipahoa, East Feliciana, St. Helena and West Feliciana parishes. Under that program, Ascension Parish residents are eligible for approximately \$128,000. Those eligible for

assistance, based on a ratio of family income to family size, may participate in the program once every six months.

All energy expenses are considered under the program, including bills for electricity, natural gas, butane and even firewood. Kling said his agency must know the applicant's average income for the past six months, as well as have proof of energy expenses over the same period. In GSU's case, the customer is given a printout showing energy usage over that period of time. The income is then divided into the energy bill

to show what percentage of income is spent on energy. That percentage is used to determine the amount of funds the applicant may receive.

Payments are made directly to the energy provider. In March, 68 GSU customers received help, which totaled \$6,000 in assistance. Since the amount paid may exceed the amount owed, the remainder is shown as a credit on the customer's account.

Gautreau says the program offers customers an opportunity "to catch up on their bills."

New arrivals



Name: Jarman Paul St. Julien
Born: Feb. 28
Parents: Jason (meterman-1st class, Orange) and Beverly St. Julien



Name: Benjamin Eugene Foreman
Born: Nov. 22
Parents: Terry and Diane (clerk, Beaumont) Foreman



Name: Holly Elizabeth Johnson
Born: Dec. 18
Parents: Charles (relayman-2nd class, Conroe) and Missy Johnson



Name: Tiffany Ann Veillon
Born: Dec. 19
Parents: Rick and Debbie (senior stenographer, Beaumont) Veillon



Name: Rachel Lea Leger
Born: Oct. 15
Parents: Lonnie (foreman-buildings and grounds, Beaumont) and Mary Jane (section head-payroll, Beaumont) Leger



Name: Lacey Nicole Singleton
Born: Feb. 7
Parents: Danny (lineman-4th class, The Woodlands) and Jaqutta Singleton



Name: Addie Kaylon Smith
Born: Dec. 3
Parents: Huber and Emmer (departmental clerk, Lake Charles) Smith



Name: Bridget Anne Schluter
Born: Sept. 19
Parents: Sam (turbine-water plant operator, Louisiana Station) and Bonnie Schluter

Woman wins hospital award

Patsy Bellard, daughter of GSU employee Alexander "Ted" Valerie, was named 1985 Employee of the Year by St. Patrick's Hospital in Lake Charles.

Valerie, an equipment operator at Nelson Gas & Oil, reports that his daughter earned the award by "being the employee who most truly reflects the philosophy and spirit of caring which has become a tradition of St. Patrick Hospital for over three generations."

Bellard is a registered nurse.



Patsy Bellard checks on a patient.

GSUers win roles

Two Beaumont employees were featured in local productions of two prizewinning dramas.

Mike Rodgers, senior employee communications representative, played Editor Webb in Thornton Wilder's "Our Town," produced by the Beaumont Community Players. Michael Linden, consumer service representative, played Walter Lee Younger in Lorraine Hansberry's "A Raisin in the Sun," produced by the Beaumont Arts Council.

"Our Town" ran for three consecutive weekends in March, while "A Raisin in the Sun" ran May 3-4.



Michael Linden



Derek Trouard

Youth enters scholastic search

Derek Trouard, the grandson of Nelson Gas and Oil retiree Ed Trouard, recently participated in Duke University's fifth annual search for mathematically and verbally brilliant students.

The youngster, a seventh-grader at St. Margaret School in Lake Charles, earned the distinction by being one of several Louisiana seventh-graders with outstanding scores on the Scholastic Aptitude Test.



Championship barbecue chefs included (from left) Clyde Langston, Debbie and Brian Langston and John Smith.

Team wins barbecue cook-off

Brian Langston and John Smith, both of whom are senior engineering assistants at the Beaumont Service Center, were members of the first-place team in the Orange County Barbecue Cook-off in January.

Members of the team, dubbed *B.G. Langston and the Hayburners*, won an all-expense-paid trip to the World Championship Barbecue Cook-off in Houston during the Fat Stock Show and Rodeo.



Clyde Newman (left) bids farewell to Jack Stewart while Mrs. Stewart looks on.

Stewart retires with 45 years

John A. "Jack" Stewart was guest of honor at a retirement dinner held Nov. 14 in Baton Rouge. Formerly a unit supervisor at Willow Glen, Stewart completed over 45 years at GSU before his retirement.

According to co-worker Dora Landaiche, a departmental clerk at Willow Glen, the retirement dinner featured chicken and sausage jambalaya.



Beaumont Sideliner Sy Krebs (right) was among the GSU retirees who toured the John F. Kennedy Space Center in Florida.

Sideliners travel to southern states

A busload of Beaumont Division retirees traveled to Florida and Alabama on a nine-day trip that began Nov. 15. Among the sites they visited were the Naval

Air Station at Pensacola; Walt Disney World and Epcot Center; the John F. Kennedy Space Center; and Mobile, Alabama. While at the Kennedy Space Center, the Sideliners saw Atlantis in its launch position.

The trip was arranged by Al and Dorothy Bowen.



Jesse Belair (left) presents Albert Richard with one of his retirement gifts.

Richard ends 37-year GSU career

Albert Richard, assistant general line supervisor in Port Arthur, retired Nov. 1 after 37 years with GSU. Friends honored him with a retirement party held Nov. 5 at the Port Arthur main office auditorium.

Featured on the menu for the party were beef tips and noodles, with all of the trimmings, cooked by Sonny Hebert and Wayne Dunham.

Richard was presented with an envelope full of money and a GSU meter lamp.

Memorial fund honors Zahn

A memorial scholarship fund has been established in memory of Henry George Zahn Jr. by the Association of Former Students of Texas A&M University.

Zahn died Dec. 2, 1985, in Winnie. He joined GSU in 1940 at Neches Station as assistant fireman and progressed through

several jobs to shift supervisor, a position he assumed in 1967 and held until his retirement in 1978.

Those wishing to contribute to the Henry G. Zahn Jr. Memorial should specify their intentions in a letter to The Association of Former Students, P.O. Box 7368, College Station, Texas 77840.



From left, Delores and Claude Douget, Buddy and Bobbie Hoffpauir.

Sabine honors two men

Sabine Station employees honored two Feb. 1 retirees with a Jan. 31 party in the Sabine Assembly Hall, reports Bonnie Duval, *Plain Talks'* correspondent.

Honored were Kenneth R. "Buddy" Hoffpauir, unit supervisor, and Claude H. Douget, planning coordinator. Hoffpauir came to GSU in 1947, while Douget was hired in 1957.

More than 100 well-wishers attended the farewell party.

Fagg retires on March 1

Daniel A. "Dan" Fagg retired March 1 as control operations foreman at Lewis Creek Station.

Friends and co-workers honored him with a retirement party.

Fagg, who makes his home in Conroe, joined GSU in September 1950.



Mr. and Mrs. Daniel A. Fagg

Parties honor six in Lafayette

Three different parties in Lafayette earlier this year honored six retiring employees, reports Helen Kennedy, *Plain Talks'* correspondent.

On Jan. 31, a barbecue chicken dinner was held in honor of Claude Patin, shop foreman in Lafayette.

Patin, who joined the company in 1951, retired Feb. 1. About 150 people attended the dinner, presenting Patin with gifts for hunting and fishing.



Claude Patin

On Feb. 21, a triple retirement party honored John Landry, general line supervisor; Harold Beaugh, municipal affairs administrator; and E.P. Guidry, Lafayette district substation operator. All three men retired March 1.

Beaugh was hired in 1947 and Guidry and Landry both joined GSU in 1948.

About 200 attended the barbecue chicken dinner in the Lafayette Assembly Building, giving each man gifts related to his hobby.



From left, Harold Beaugh, E.P. Guidry and John Landry

On April 4, a party honored Dick Krouse, superintendent-Church Point, who retired May 1, and Oray Hernandez, inspector-contract crews, who retired April 1.

About 125 people attended the barbecue dinner for Krouse, who joined GSU in 1951, and for Hernandez, who came to the company in 1945. Each man received fishing gear.



From left, Dick Krouse and Oray Hernandez

Deaths given

Plain Talks has been notified of the deaths of the following retirees:

— Clifton J. Soileau, 71, of Baton Rouge died Dec. 11, 1985. He is survived by his wife, Rosalie J. Soileau. At the

time of his retirement, he was a helper in Electric T&D in Baton Rouge.

— Alger G. Mashburn, 80, of Mobile, Ala., died Dec. 12, 1985. At the time of his retirement, he was an engineering assistant in Beaumont.

— Quincy R. Hollis Jr., 66, of Beaumont died Dec. 18, 1985. He is survived by his wife, Barbara L. Hollis. At the time of his retirement, he was an administrative assistant in Materials Planning in Beaumont.

— Raymond W. Matulik, 87, of Groves died Jan. 9. He is survived by his wife, Anna P. Matulik. At the time of his retirement, he was a lineman in Port Arthur.

— Carl J. Daniels, 57, of Lake Charles died Feb. 16. He is survived by his wife, Edna M. Daniels. At the time of his retirement, he was a T&D helper in the Substation Dept. in Lake Charles.

— Joseph E. Morrow, 82, of Beaumont died Feb. 17. He is survived by his wife, Bertha M. Morrow. At the time of his retirement, he was a janitor in Beaumont.

— Ethel C. Sharp, 83, of Baton Rouge died Feb. 23. At the time of her retirement, she was a stenographer in Baton Rouge.

— Carrol R. Wilson, 54, of Baton Rouge died March 2. He is survived by his wife, Shirley C. Wilson. At the time of his retirement, he was a substation foreman in Baton Rouge.

— Robert P. Griffith, 77, of Navasota died March 16. He is survived by his wife, Lillian M. Griffith. At the time of his retirement, he was a meter and service foreman in Navasota.

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L.P. "Pete" Handy is one of many GSUers who have served their country in World War II, the Korean Conflict or the Vietnam War.

Handy served in the Naval Reserve from 1942 through the Korean Conflict, retiring with the rank of commander. During World War II, he served as an aeronautical, mechanical, electrical and ordnance engineer and was the Navy's project engineer

for the development of the Sparrow guided missile.

He served aboard the attack carrier "Kearsarge" in the Pacific and the East China Sea during the Korean Conflict.

Handy is a quality assurance engineer at River Bend Station, but is temporarily assigned to the GSU Cogeneration Task Force based in the North Boulevard office in Baton Rouge.